

Incident Report - 20250127_172022

Executive Summary

1. Brief Overview of the Incident Landscape: The analyzed data set comprises three total incidents reported across various departments including IT Infrastructure, IT Services, and Database. The categories of the incidents varied, with one each in Network, Email, and Performance.
2. Key Observations about Priorities and Categories: In terms of priority, two incidents were marked as high priority, and one was medium priority. This suggests that the majority of the incidents were considered urgent. The categories of the incidents indicate a broad range of issues, encompassing network, email, and performance problems. This might imply a need for diverse expertise in troubleshooting and resolving these incidents.
3. Notable Trends in Resolution and SLA Compliance: Out of the total incidents, two have been resolved, while one remains unresolved. Regarding the Service Level Agreement (SLA) status, two incidents were resolved within the agreed SLA, but one breached the SLA. This signifies a strong overall SLA compliance rate but also indicates room for improvement in managing high priority incidents efficiently.
4. Significant Patterns or Concerns: The data indicates high priority incidents that are somewhat spread across different categories and departments. This could suggest a lack of specific focus or expertise in managing these high priority incidents. Additionally, the breached SLA for one incident could potentially impact customer satisfaction and trust.
5. Recommendations for Improvement: To improve the incident handling process, it's recommended to focus on the unresolved high priority incident, especially since it has breached the SLA. Training should be provided to ensure that all departments are equipped to handle high priority incidents in their respective areas. Regular performance reviews and root cause analysis of incidents could help in pinpointing recurring issues and prevent future incidents. Lastly, an evaluation of the current SLA terms might be beneficial to ensure they are realistic and achievable, thereby reducing the chances of future breaches.

Metrics Overview

- Total Incidents: 3
- Resolved Incidents: 2
- Resolution Rate: 66.7%
- Average Resolution Time: 4.0 hours
- SLA Compliance Rate: 66.7%

Department Analysis

IT Infrastructure

- Total Incidents: 1
- Resolved: 1
- Resolution Rate: 100.0%

IT Services

- Total Incidents: 1
- Resolved: 1
- Resolution Rate: 100.0%

Database

- Total Incidents: 1
- Resolved: 0
- Resolution Rate: 0.0%

Category Analysis

Network

- Total Incidents: 1
- Priority Distribution:
- High: 1
- Medium: 0
- Low: 0
- SLA Status:
- Within SLA: 1
- Breached: 0

Email

- Total Incidents: 1
- Priority Distribution:
- High: 0
- Medium: 1
- Low: 0

- SLA Status:
- Within SLA: 1
- Breached: 0

Performance

- Total Incidents: 1
- Priority Distribution:
- High: 1
- Medium: 0
- Low: 0
- SLA Status:
- Within SLA: 0
- Breached: 0

Priority Distribution

Priority	count
High	2
Medium	1

Status Distribution

Status	count
Resolved	2
Unresolved	1

Recent Incidents

	ID	Title	Description	Status	Priority	Department	Category	Created_Date	Resolution_Date	SLA_Status
2	INC003	Database Performance Issues	Critical database showing significant performance degradation affecting multiple business applications.	Unresolved	High	Database	Performance	2025-01-22 14:20:00	NaT	SLA Breached
1	INC002	Email Service Disruption	Users unable to send or receive emails. Issue traced to email server configuration.	Resolved	Medium	IT Services	Email	2025-01-21 10:15:00	2025-01-21 12:45:00	Within SLA
0	INC001	Network Outage in Building A	Complete network outage affecting all users in Building A. Root cause identified as failed core switch.	Resolved	High	IT Infrastructure	Network	2025-01-20 09:00:00	2025-01-20 14:30:00	Within SLA